



Office of Minority & Women Business Enterprises

August 2008



OMWBE Logic Model

Outreach, Certification and

Activity: Outreaches to minority and women owned firms and their communities.

of outreach events

Certification of companies owned and controlled by women, minorities, and/or disadvantaged persons whose markets include doing business in the Public Sector.

of applications received and processed

OMWBE, state agencies, and others have an accurate, reliable listing of MWBEs to focus their efforts and track supplier diversity.

Inclusion of diverse suppliers in procurement process

Assistance to Certified Firms

Activity: Administers the Linked Deposit Program and provides training and technical assistance to certified firms

of loans enrolled in the Linked Deposit program

Intermediate Outcome: MWBEs have access to capital and improved potential for success.

Ultimate Outcome:

Capable, competent, competitive MWBEs are participating in procurements and contributing to the tax and employment base.

Assistance to State Agencies

Activity: Provide information, feedback, support and approval on Supplier Diversity Plan. Track Supplier Diversity data for each agency.

Intermediate Outcome: Agencies are able to be inclusive by removing barriers to M/WBE participation.

Ultimate Outcome:

The State succeeds at being inclusive.

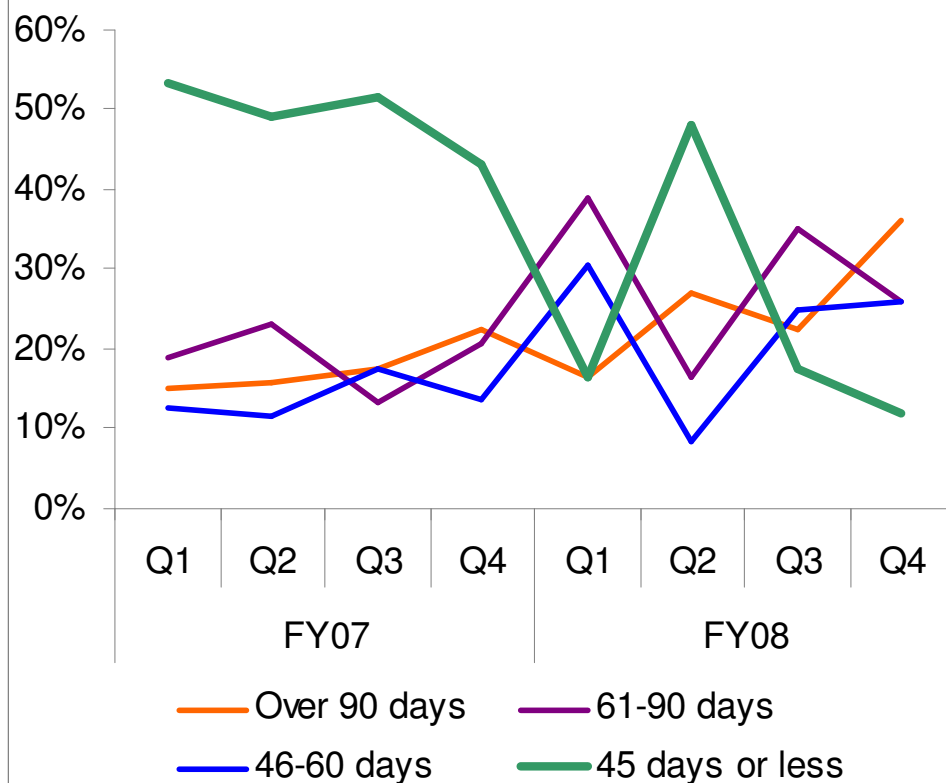
of certified firms doing business with the state

% and \$ value of state expenditures to certified firms



Certification: Reduce Determination Time and Backlog

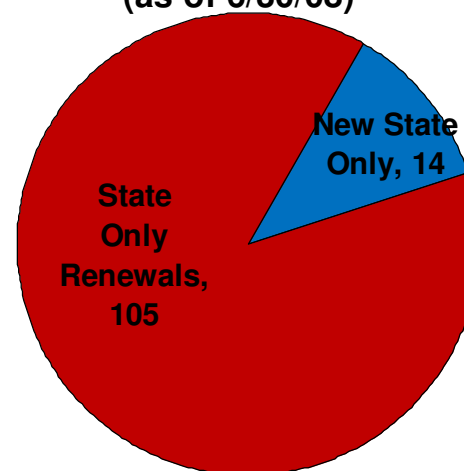
Application Determination Time



Analysis:

- Goal: Our goal is to provide responsive, timely customer service. Our goal of reaching a decision on 90% of the State applications within 45 days or less has been modified to 60%. Shortages in staff, a new pre-screening process and a re-design of our business process contributed to this decision.
- In the second quarter of FY08, there was a 34% increase in applications received compared to the previous quarter. Application volumes have since returned to previous levels.
- Results: In FY 08, a total of 349 applications were received. Of that, 277 were State-Only applications (the rest are Federal or Combined State and Federal). OMWBE processed 197 of the State-Only applications, and 30% of them (59 applications) within 45 days.

Current Backlog - 119 Applications (as of 6/30/08)

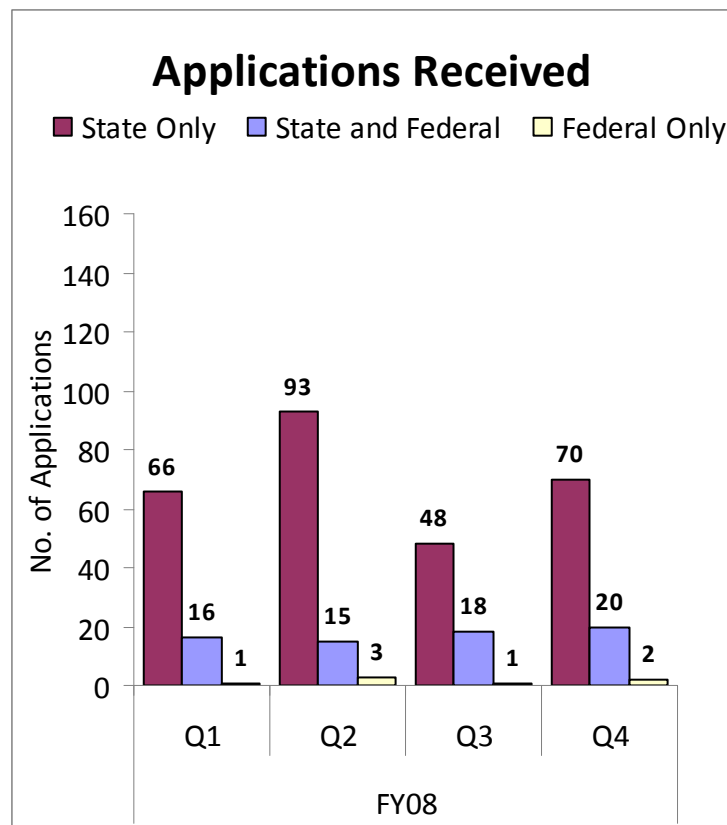


There are 119 State applications in the backlog which consist of 14 are new applications and 105 renewals.

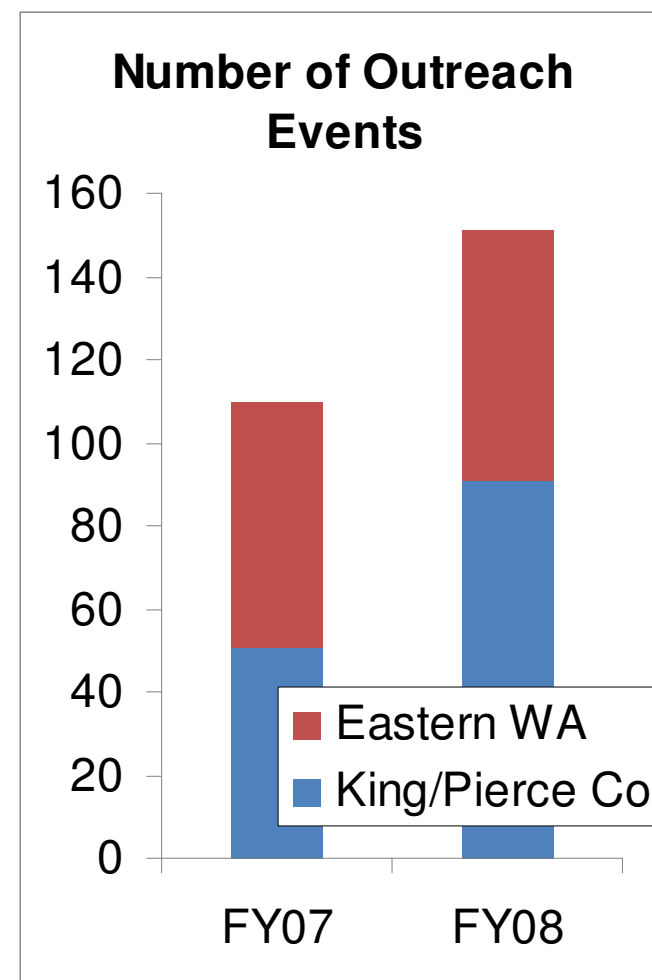


Certification Applications Received

Analysis



The number of new applications is related to funding for the Linked Deposit Program and Outreach efforts. The number of applications increased in Quarters 1 and 2 by 41% when new LDP funding was available. The number of applications dropped in quarter 3.





Action Taken to Reduce Determination Time and Backlog

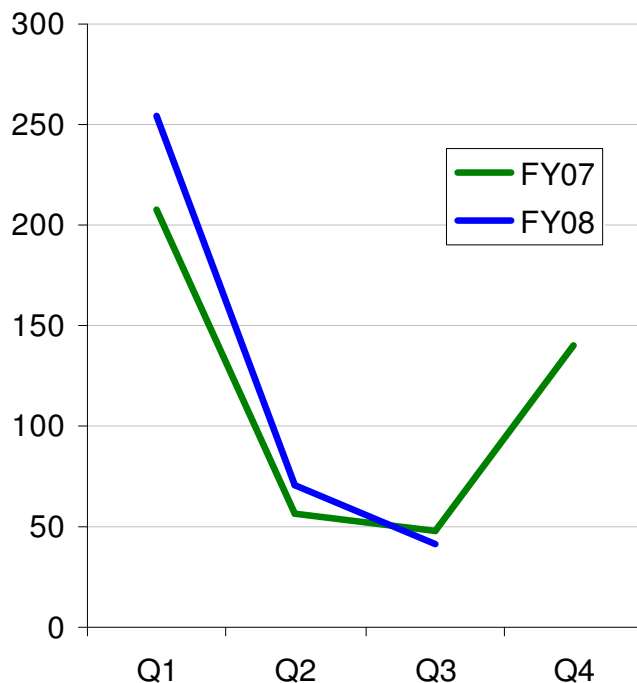
What	Who	By when
Certification Process Improvement Team (PIT) identified and removed “bottlenecks” and duplications. Management communicated new priorities and performance expectations. Eliminated duplications and or unnecessary elements.	Certification Team , IT staff and Admin Support	Complete
Instituted performance expectations and uniform approach (IRAC..Issue, Rule, Application and Conclusion). Began weekly 4 hour in-house certification working sessions.	Certification Team, IT staff and Admin Support	Complete
Received DIS grant to install QwikChek (pre-screening)	IT Manager and team	Extended to September 2008
Filled staff vacancy April 1, 2008	Certification Manager	Complete
Translate written materials into Plain Talk	IT Manager and IT staff	Continuous



Increase the number of M/WBE firms and the dollar amount of Diverse firms doing business with State Agencies

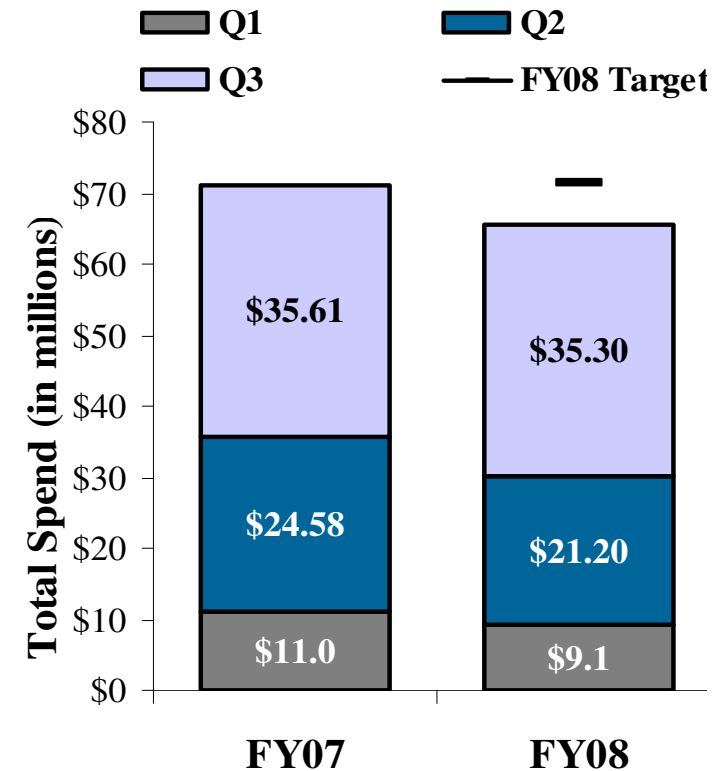
Analysis: FY 08 Thru Qtr 3

Number of Certified Firms Doing Business with the State



- 366 certified firms did business with state agencies during the first three quarters of FY08. During the same time period in FY07, only 313 certified firms had done business with the state.
- Total dollars spent with certified firms through Q3 was \$65.6 million. In the same time period in FY07, state agencies spent \$71.2 million with certified firms.
- Target for FY08 is \$71.3 million.

Dollars of Expenditure Spent with Certified Firms





Actions Taken to Increase the number of firms doing business with State Agencies

In Progress and Completed Actions:

What	Who	By when
Aggressively and actively notify and encourage M/WBEs to bid, register in WEBS, call on state agencies and attend GA's Vendor fairs.	OMWBE and GA; Tabor 100; Ethnic Chambers; African American Prosperity Partners	Weekly
Increased outreach in Eastern Washington	OMWBE/SBDCs in Aberdeen, Pasco, Spokane, Wenatchee, Yakima	Monthly
Co-sponsored Regional Contractors Forum. Over 830 participants. Exhibited at GA's Vendor Fair	WSDOT, GA, King County, LNI, L&I, DSHS, Port of Seattle, Seattle Transit, UW and OMWBE	Complete
Director quarterly reviews of Top 10 agency results	Director	Quarterly
Outreach to "uncertified" firms	OMWBE Business Development and Support Services staff	Monthly

Source: OMWBE database



Actions Taken to Increase the number of firms and the dollar amount

What	Who	By when
Ensure agencies are not under-reporting. Improve efficacy of reporting process capturing all dollars in a timely manner.	OMWBE	Through FY08
Examine including "large" M/WBEs utilized on master contracts in state's count and seek revision to WAC re: size standards.	OMWBE Director, Office of Gov., Legislators	FY09 Quarters 1 & 2
Track Best Practices and communicate which State agencies are "models".	OMWBE Director	End of Q2 FY08
OMWBE Advisory Committee	OMWBE/Gov's Office and Stakeholders	Qtr. 2 FY09
Establish SOW Executive Diversity & Inclusion Council	Directors of GA, OMWBE ,L&I, WSDOT, DOC, DIS, DSHS	Qtr 2 FY09
GAP Analysis	GA and OMWBE	Qtr 2 FY09
Analysis of barriers as a result of I200	OMWBE and UW	
Launch a subcontracting/second tier advocacy campaign	WSDOT, OMWBE, GA	Qtr 2, 3, and 4 FY09